

THEY REALLY LIKE US!

MOVE FROM OUTPUTS TO OUTCOMES WITH YOUR LIBRARY'S RESEARCH CONSULTATIONS

BOOK A LIBRARIAN BACKGROUND

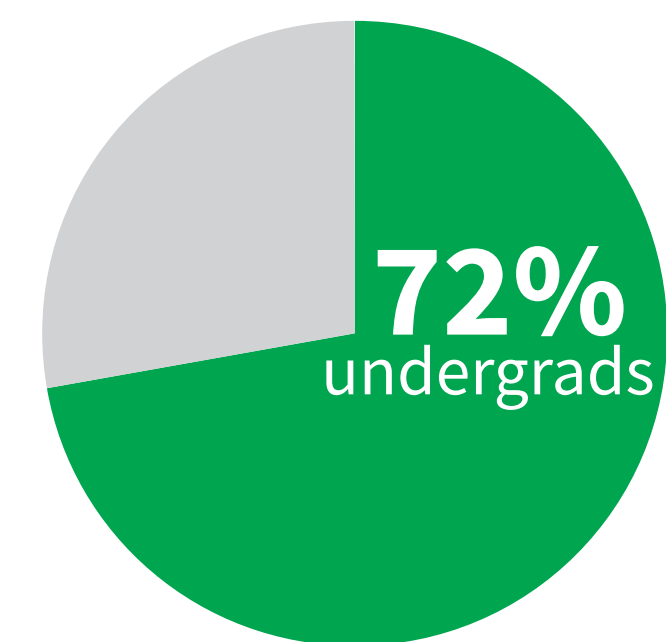
- ECU uses the free scheduling tool **YouCanBook.Me** to arrange the date and time with library instructors

- **One-on-ones** or **small groups**

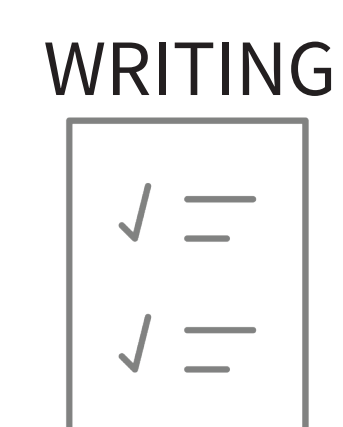
- Options for **online** or **in-person**

- Library instructor assigned based on research topic and **expertise**

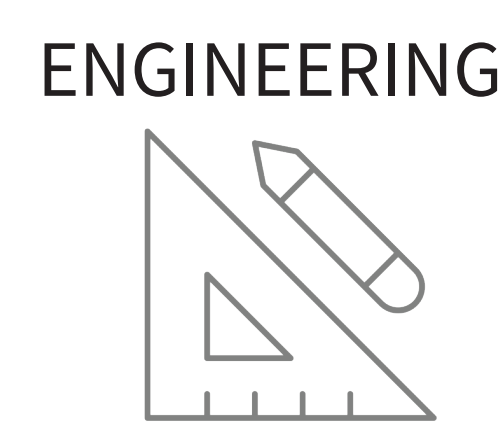
~**275** sessions per year



20%



13%

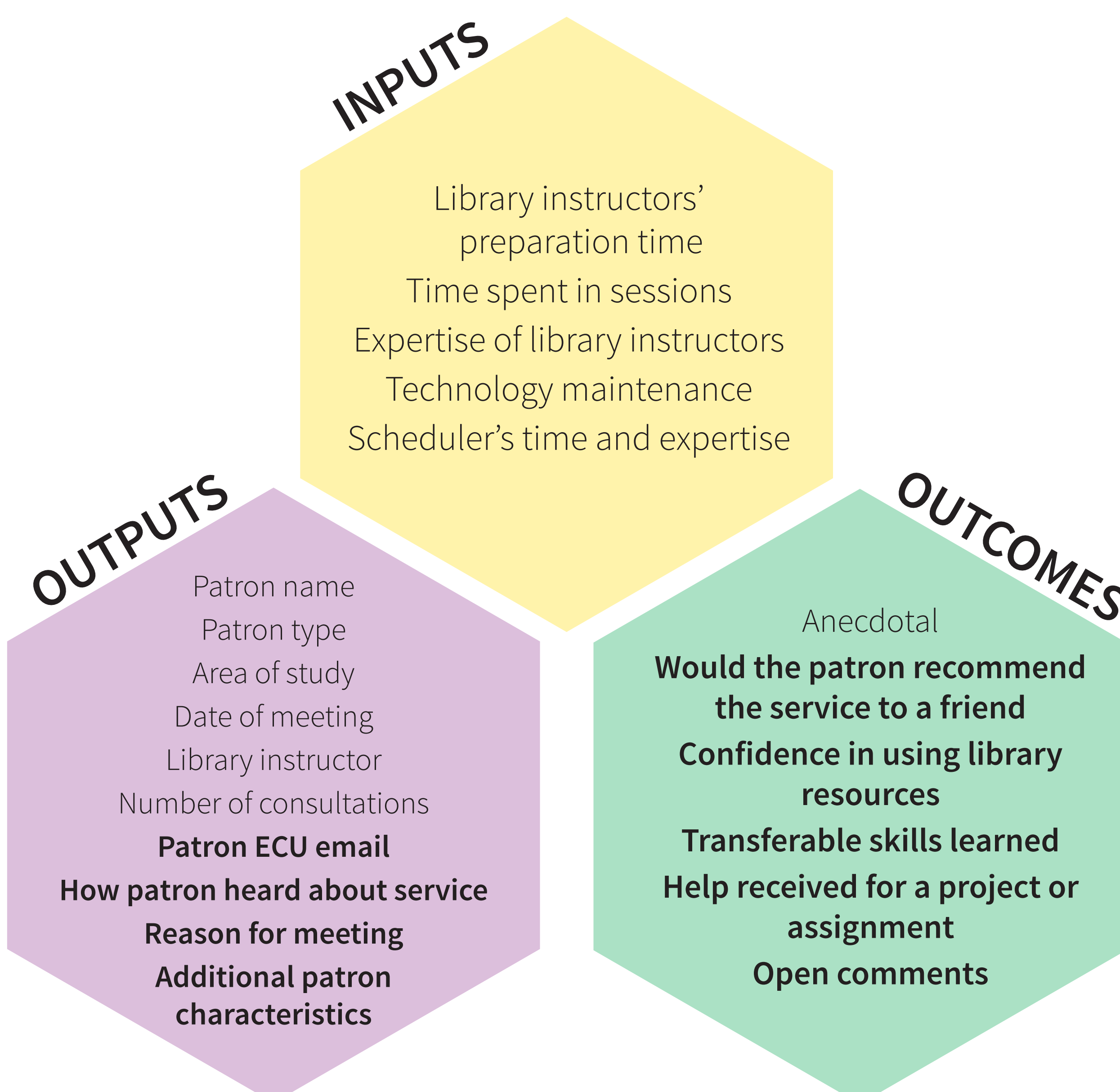


7%

DATA TRIFECTA

Outputs are great for reporting total numbers, but we wanted to learn more about what the service did for patrons. That meant we needed to **collect more data** and shift from **outputs to outcomes**.

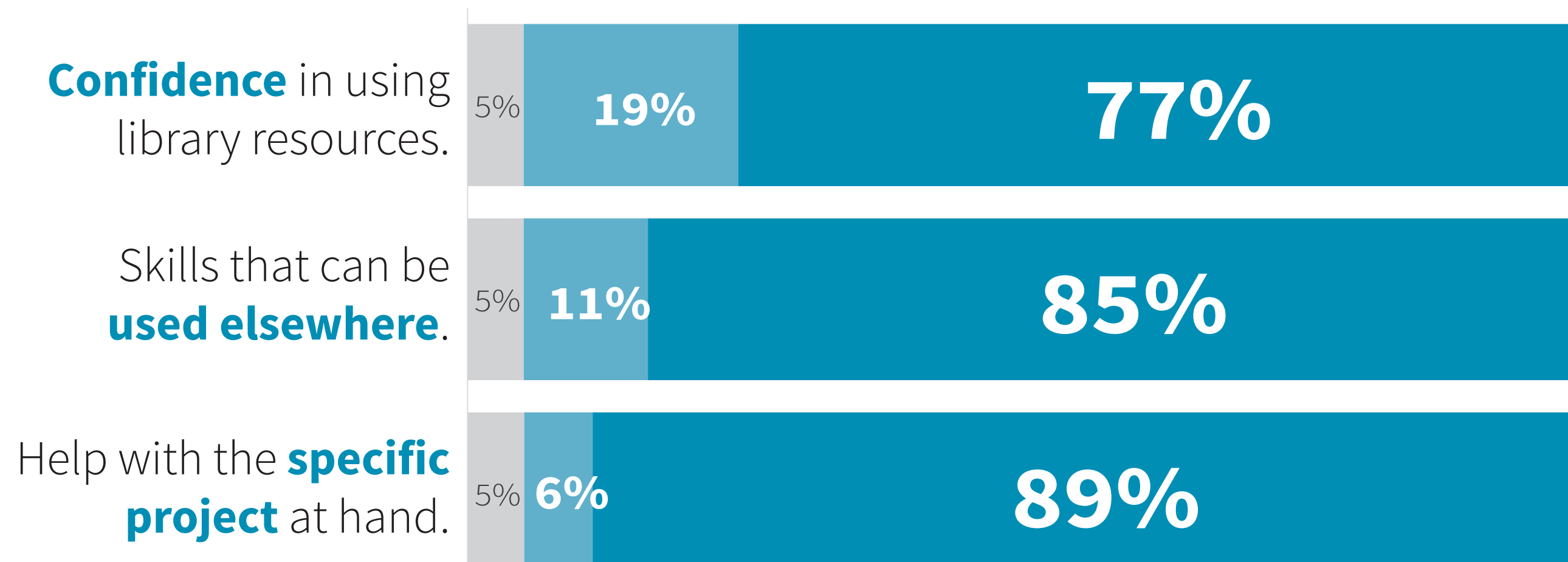
Here's what we **started with** and what we **added** (in **bold** below):



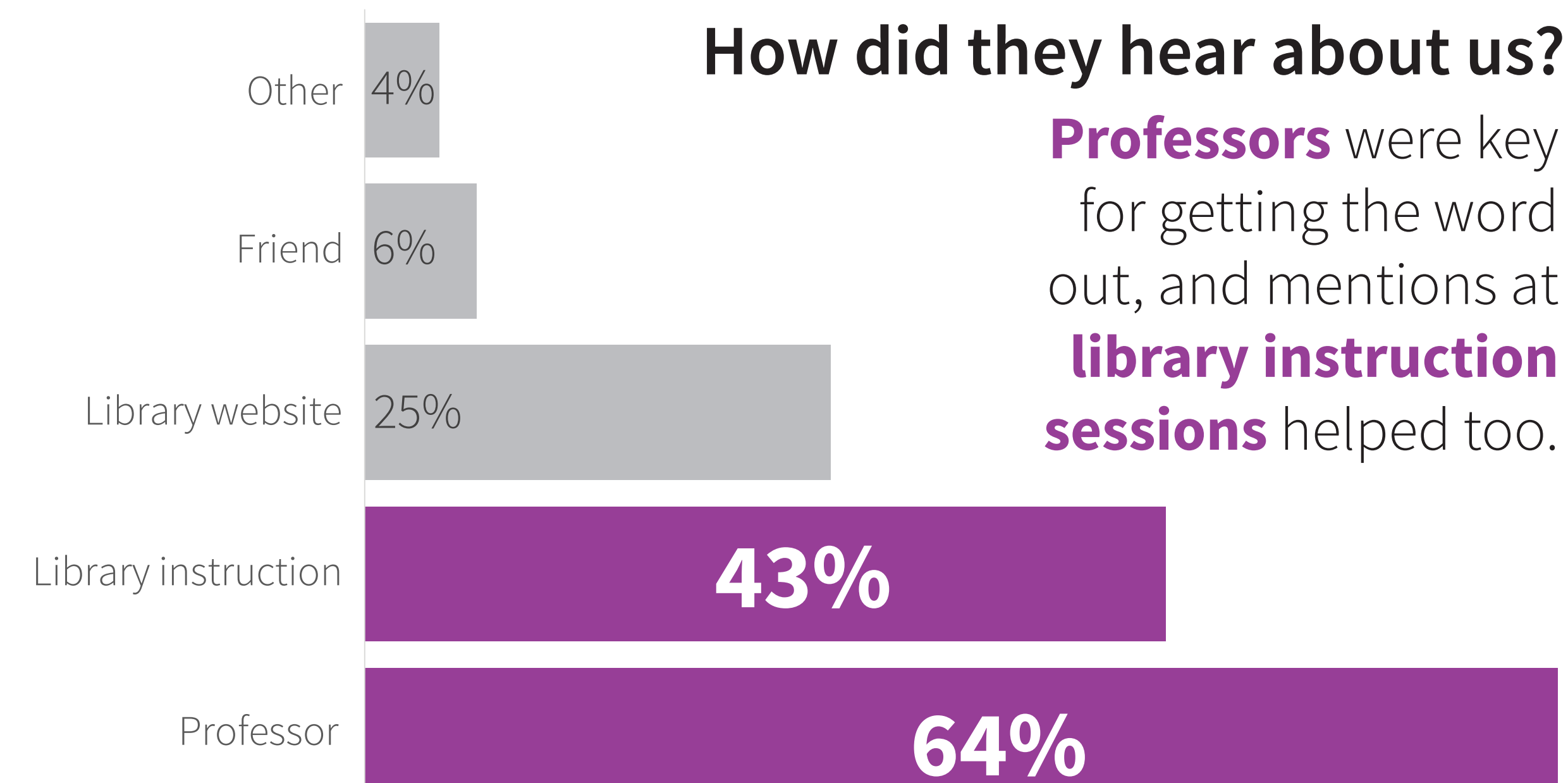
WHAT WE LEARNED

What did they gain from using Book a Librarian?

Nearly every patron **strongly agreed** or **agreed** that they **built confidence**, learned **transferable skills**, and got the **help** they sought.

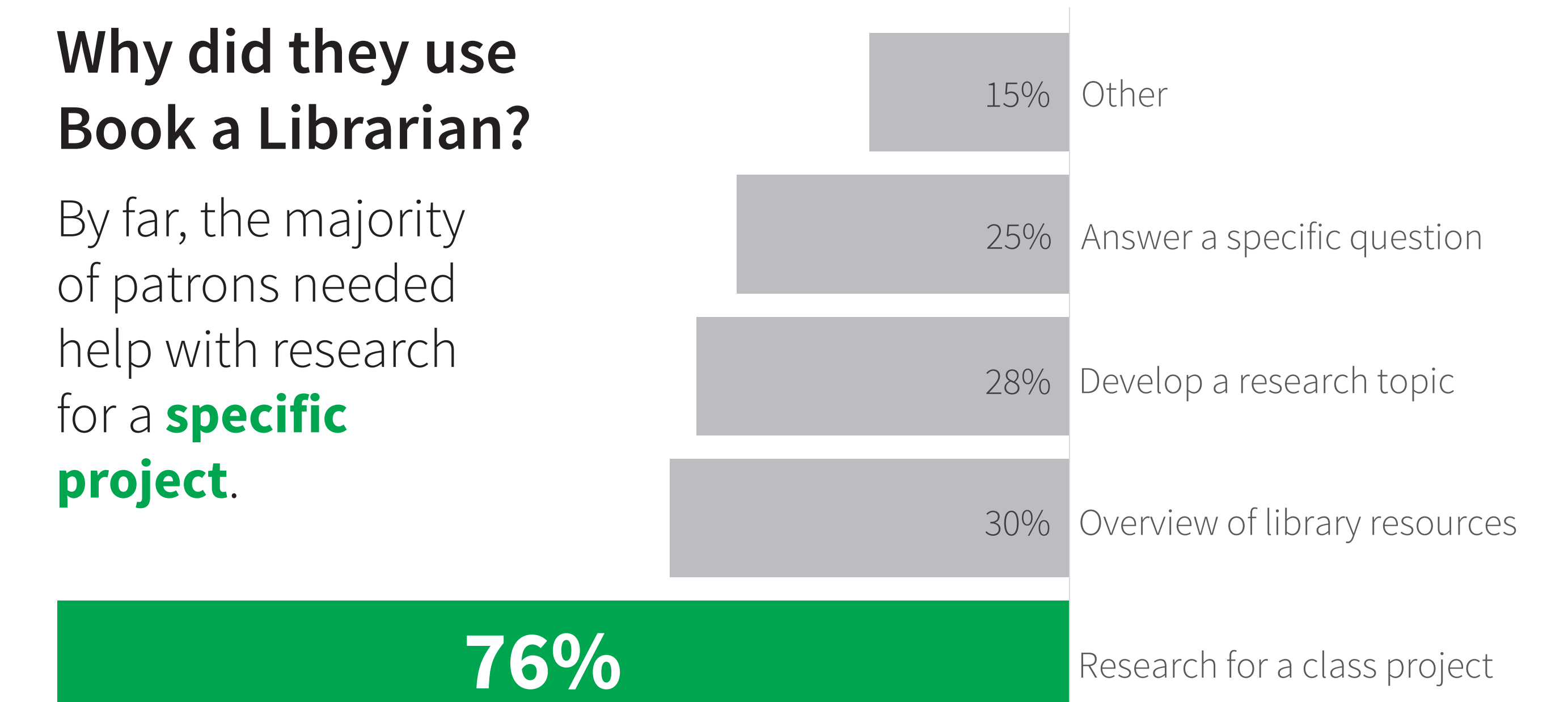


How did they hear about us?



Why did they use Book a Librarian?

By far, the majority of patrons needed help with research for a **specific project**.



I will use this service for all of my research projects!!

[The librarian] wanted to help me learn instead of doing it for me. I know I can ask [the librarian] for help in the future.

100%
Would recommend Book a Librarian to a friend.

Will definitely come back, thanks :-)

Very, very helpful! I am extremely thankful.

WHAT'S NEXT FOR US

- Use data in reporting **internally**
- **Share widely** externally
- Streamline **reporting** methods for easier analysis

Service changes

- Additional **reminders** for library consultants
- Reduce the number of **no-shows** and **cancellations**
- Encourage **email follow-ups**

Survey changes

- Link to a particular **library instruction session**
- Add **target groups** emphasized in Joyner Strategic Framework
- **Share** with other library departments
- More ways **to offer** the survey

WHAT'S NEXT FOR YOU?

Want to shift your outputs to outcomes? Start here! First, decide: **What do you want to learn?** Then consider...

